

Consumer Confidence Report Certification Form

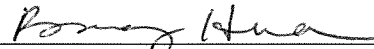
(To be submitted with a copy of the CCR)

Water System Name: Val Verde – District 36

Water System Number: 1910185

The water system named above hereby certifies that its Consumer Confidence Report was distributed in May and June 2016 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by: Name: Bing Hua

Signature: 

Title: Associate Civil Engineer

Phone Number: (626) 300-3337 Date: 6/29/2015

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ “Good faith” efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - ☒ Posting the CCR at the following URL: www.dpw.lacounty.gov/go/ccr
 - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - ☐ Advertising the availability of the CCR in news media (attach copy of press release)
 - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - ☐ Posted the CCR in public places (attach a list of locations)
 - ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - ☐ Delivery to community organizations (attach a list of organizations)
 - ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
 - ☐ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
 - ☐ Other (attach a list of other methods used)
- ☒ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL: www.dpw.lacounty.gov/go/ccr

*This form is provided as a convenience and may be used to meet the certification requirement of
section 64483(c), California Code of Regulations.*



LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS
 1-877-637-3661
www.lacwaterworks.org
 Additional contact information on Page 2 of bill

Bill Date: 5/20/2016
 Bill # [REDACTED]
 Due Date 6/14/2016
 Total Due **\$364.82**

Bill will become delinquent and a late fee may be assessed if payment is not received by the Due Date.

IMPORTANT WATER QUALITY NOTICE: Visit [HTTP://DPW.LACOUNTY.GOV/GO/CCR](http://DPW.LACOUNTY.GOV/GO/CCR) after July 1, 2016 to view your 2015 Consumer Confidence Report and learn more about your drinking water. Visit your nearest Waterworks office or call (626) 300-3337 for a copy.
 Este reporte contiene información sobre la calidad de su agua potable durante el año civil 2015. Si usted no comprende esta información, por favor pida a alguien que se la traduzca o comuníquese con Lisset Cardenas al teléfono (626) 300-3384.

Account # [REDACTED]	Customer # [REDACTED]
[REDACTED]	

Irrigation IM2

Meter #	Meter Size	B.U.	Service Period			Meter Reading		Usage (HCF)
			From	To	Days	Previous	Current	
[REDACTED]	1.5"	3.0	3/21/16	5/18/16	58	9838	9954	116

YOUR ACCOUNT SUMMARY

Prior Bill Amount \$171.09
 Payment - Thank You \$171.09CR
***PAST DUE BALANCE (subtotal) \$0.00**

NEW CHARGES

Conservation Period (03/21/2016 - 05/18/2016)

Service Charge \$143.71
 Service Charge Allowance 30.00000 UNITS @ \$0.0000 \$0.00
 Normal Quantity Charge 86.00000 UNITS @ \$2.4280 \$208.81
 Quantity Facilities Construction Surcharge 116.00000 UNITS @ \$0.1060 \$12.30
CURRENT CHARGES (subtotal) \$364.82

TOTAL AMOUNT DUE \$364.82

Compare Your Usage

Period	Days	Units (HCF)	Daily Use (HCF)
Current	58	116	2.00
Current Target*	58	142	2.45
Current Base*	58	197	3.40
Last Year	62	226	3.65
Next Target*	60	234	3.90
Next Base*	60	325	5.42

*Actual targets used to calculate your water bill are based on the number of days in each month of your billing cycle.

***Accounts with a PAST DUE BALANCE may be subject to shut-off at anytime.**

Detach Here



LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS
 Pay online at www.lacwaterworks.org

Bill # [REDACTED]	Due Date 6/14/2016	Total Due \$364.82
Account # [REDACTED]	Customer # [REDACTED]	
[REDACTED]		

Make Checks Payable to: "LA County Waterworks"

LOS ANGELES COUNTY
 WATERWORKS DISTRICTS
 PO BOX 512150
 LOS ANGELES, CA 90051-0150

CUSTOMER SERVICE CONTACT INFORMATION

Customer Service

1-877-637-3661

Pay by phone 24-Hour Service (English/Español)

1-877-637-3661

Visit us online

www.lacwaterworks.org

Emergency Services

1-800-675-HELP (4357)**OFFICE HOURS AND LOCATIONS**

Lancaster office hours Monday - Friday 8am - 5pm

260 E. Avenue K8, Lancaster, CA 93535

Malibu office hours Monday - Thursday 8am - 5pm, Friday 8am - 4pm

23533 W. Civic Center Way, Malibu, CA 90265

Alhambra office hours Monday - Thursday 7am - 5:30pm, Closed Friday

1000 S. Fremont Avenue, Alhambra, CA 91803

PAYMENT OPTIONS

You can receive, view, and pay your bill online at www.lacwaterworks.org or pay by phone at **1-877-637-3661**. You may also pay your bill by mail or in person at one of our offices. A drop box is available at your local office for payments made after regular business hours. A Payment Kiosk is available at our Lancaster location and accepts check or credit card payments. Payments can be made by cash, personal check, money order, or credit card. Third party checks are not accepted.

If you use **Home banking** to pay your bill, please update your water bill account number to reflect the full 15 digits: Please enter your account number (8 digits) followed by the customer number (7 digits) without spaces. For example, account number 12345678 and customer number 1234567 would be input as: 123456781234567.

EXPLANATION OF BILL

Bills are issued every two months. Water is measured in units of 100 cubic feet (1 unit = 100 cu ft = 748 gallons). The Service Charge is determined by the number of billing units which is based on the meter size. This charge includes 500 cubic feet of water per billing unit per month. The billing units are shown on the front of the bill. Water used over the Service Charge usage is billed at the quantity rate. Some Districts have 'Other Charges' which are used for various projects such as upgrading existing water systems, replacement of mains, storage reservoirs, and other appurtenances to improve service. In certain Districts funds are used for emergency facility repairs, tank recoating and well construction.

The current charges on this bill are due upon presentation. We allow a 25 day grace period from the bill date before it becomes delinquent. The delinquent date is shown on the front of the bill. If payment in full is not received by this date a Shut Off Notice or Closing Bill Final Notice will be sent and a \$10 late fee may be assessed to your account.

PHASED WATER CONSERVATION PLAN

Under the Phased Water Conservation Plan, customers are charged the Quantity Charge or Normal Use Charge for all the water they use. A conservation surcharge of 0.5 times the established Quantity Charge or Normal Use Charge will be assessed for the first 15 percent of water use above their target quantity. An additional conservation surcharge of 1.0 times the established Quantity Charge or Normal Use Charge will be assessed for water use in excess of the first 15 percent above the target quantity.

NOTICE TO CUSTOMERS WITH PAST DUE PRIOR BALANCE ON WATER BILLS

Any prior balance shown on this bill is past due. **Accounts with a past due balance are subject to disconnection at any time.**

A Shut Off Notice is sent to provide warning that service will be terminated if payment is not received. Payment must be received and processed prior to the scheduled shut off date to avoid disconnection. Once the account is scheduled for shut off a service termination processing fee must be paid. Payments received the day of the scheduled shut off are not exempt from the fee. The amount of the fee is \$41 if payment is received before 3:00 pm on a regular business day and \$82 if the payment is received after 3:00 pm on a regular business day for same day restoration. Water service personnel are not allowed to accept payments in the field.

ELECTRONIC CHECK PROCESSING

When you provide a check as payment, you authorize the County of Los Angeles to either use information from your check to make a one-time electronic fund transfer from your bank account or to process the payment as a check transaction. If we use information from your check to make an electronic fund transfer, funds may be withdrawn from your bank account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. However, the transaction will appear on your bank statement.

DISPUTED BILLS

If you think your bill is incorrect, call us and speak with a customer service representative. If you are not satisfied you may request to speak with a billing supervisor. **However, the bill must be paid to avoid late fees and termination of water service.**